

Are you worried about a child or young person?

New Single Point of Contact Launched by BCP Council

BCP Childrens Service First Response Hub is the new single point of contact for BCP Children's Social Care and Early Help.

If you have concerns about the safety or welfare of children and young people or where you require support in agreeing an Early Help offer, the Childrens Services First Response Hub is the first point of contact for everyone and provides access to all services for children and families living in Bournemouth, Christchurch and Poole.

Contact the Childrens Services First Response Hub:

- If you are worried a child or young person is at risk of, or is being hurt or abused
- If you know of a child or young person who may be vulnerable without additional help and support
- If you want to know more about the services available to support children, young people and their families

The Childrens Service First Response Hub provides the public and professionals with advice, information and support for children who are vulnerable and at risk and is made up of the Multi-Agency Safeguarding Hub (MASH) and Early Help Team in providing:

- prompt response when children or young people are considered to be at risk of harm
- advice and support for practitioners in agreeing an early help offer for children and young people
- simpler access to advice and support

Contact the Childrens Services First Response Hub

Telephone Number: 01202 735046

Email: childrensfirstresponse@bcpcouncil.gov.uk

For Urgent referrals in relation to child protection:

In an emergency, or if you believe a child is at immediate risk of harm, call the police on 999

Out of Hours: The Children's Social Care Out of Hour's service is the emergency response service for any child who is in crisis, needs urgent help or is at serious risk of significant harm. Hours of operation are 5pm to 9am from Monday to Friday, all day Saturdays and Sundays and all bank holidays, including Christmas Day and New Year's Day

- **Telephone 01202 738256**
- **Email ChildrensOOHS@bcpcouncil.gov.uk**

Confidentiality

If you're not sure whether a child is at risk you can discuss the circumstances with us or with someone else who works with children, such as a teacher or health visitor. All professionals who work with children have a responsibility to safeguard them and will know how to help.

Confidential information is information of some sensitivity which is not already lawfully in the public domain, or readily available from another public source, and which has been shared in a relationship where the person giving the information understood that it would not be shared with others.

Legally, where there is a confidential relationship, anyone receiving confidential information is under a duty not to pass it on.

However, this duty is not absolute, and information can be shared without breaching the duty if:

- The information is not confidential in nature.
- The person to whom the duty is owed has given explicit consent.
- There is an overriding public interest in disclosure.
- Sharing is required by a court order or other legal obligation.

First Response Hub Contact Details

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- If you know of a child or young person who may be vulnerable without additional help and support
- If you want to know more about the services available to support children, young people and their families

When the BCP First Response Hub is contacted about a child or young person they will decide within 24 hours about what action should be taken next. To help the Hub make an informed decision they may contact you or other agencies for further information.

The First Response Hub will feedback to the person who initially made contact within 72 hours to let them know of their decision and the next steps.

You can contact the BCP First Response Hub to request support, or to report a concern about a child or young person.

Call **01202 735046** from 8.30am to 5.15pm, Monday to Thursday and 8.30am-4.45pm on a Friday

Or e-mail us direct on: **childrensfirstresponse@bcpcouncil.gov.uk**

Outside of normal working hours contact:

Out of Hours Service on **01202 738256**

Email ChildrensOOHS@bcpcouncil.gov.uk